1. Record Nr. UNINA9910142121103321 Autore Lindquist Evert A Titolo Putting citizens first: engagement in policy and service delivery for the 21st century / / Evert A. Lindquist, Sam Vincent and John Wanna (eds.) Canberra,: ANU Press, 2013 Pubbl/distr/stampa Canberra:,: ANU E Press,, [2013] ©2013 **ISBN** 1-922144-34-7 Descrizione fisica 1 online resource (220 p.) Collana Australia and New Zealand School of Government (ANZSOG) Soggetti Public administration - Citizen participation Public administration - Technological innovations Lingua di pubblicazione Inglese **Formato** Materiale a stampa Monografia Livello bibliografico Note generali Description based upon print version of record. Nota di contenuto Preliminary pages; Foreword; Contributors; 1. Putting Citizens First: Engagement in policy and service delivery for the 21st century; Part I. Setting the Scene: The evolving landscape for citizen engagement; 2. Engaging Citizens: Can Westminster coexist with meaningful citizencentric engagement?; 3. Beyond New Public Management: Will governments let citizens and communities determine policy choices and service mixes?; 4. Citizens and Governments: Getting closer or further apart?; Part II. Drivers for Change: Innovations in citizen-centric governance 5. Engaging Citizens in Policy Innovation: Benefiting public policy from the design inputs of citizens and stakeholders as 'experts'6. Engaging Citizens in Co-producing Service Outcomes: 7. Citizens, Customers. Clients or Unwilling Clients? Different and effective strategies for citizen-centric delivery; 8. Measuring Citizen Feedback and Gauging Citizen Satisfaction; 9. Information Technology and New Media as Tools of Engagement; Part III. Case Studies: Land management and Indigenous empowerment 10. From Little Things, Big Things Grow: The rise of Landcare and citizen-orientated land management in Victoria11. Volunteers as Agents of Co-production: The example of NSW State Reserves; 12.

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Sommario/riassunto

This book explores the ways in which governments are putting citizens first in their policy-making endeavours.

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Autore Piva, Paolo

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